

## Severe Disturbance Sunday 14/05/2012

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Created On: 14 May 2012 07:58 AM

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We had a severe network disturbance on Sunday 14/05/2012 which affected all of our services. Service is now fully restored .

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We had a severe network disturbance on Sunday 14/05/2012 which affected all of our services. The disturbance was due to equipment failure on the edge of our network. The disturbance lasted from approximately 08:00 on 14/05/2012 to 01:45 on 15/05/2012, during this period phone service and website access was intermittent. The long duration of the fault was due to the complexity of the failure, working with the equipment manufacturer it was advised several parts required replacement. Once the outage report is completed we will be reviewing measures we can take to prevent a similar re-occurrence. All systems are now back to normal. We apologise for any inconvenience this may have caused.